



Wolper Jewish Hospital MoveWell Community Exercise Program Terms and Conditions

1. Acceptance into the MoveWell Program

- Prior to participating in any MoveWell exercise class, participants are required to provide a completed Medical Clearance Form and submit this to the MoveWell Coordinator. The form should be completed by the participant's GP or surgeon.
- Participants must be independently mobile and able to follow instruction to be eligible to participate in the MoveWell Program.
- Participants with open wounds, urinary tract infections or incontinence may be ineligible to participate in water based exercise classes.
- Prior to participating in any MoveWell class, participants are required to contact the MoveWell Coordinator to schedule a trial class or enrol in a full term. If the participant chooses to enrol in a full term, the trial class is included in the cost of the enrolment.

2. Enrolments

- Enrolments close two weeks prior to the commencement of each term. Participants are required to re-enrol in their classes each term in order to secure their place.
- Mid-term enrolments are accepted for new participants, or current participants wishing to add classes to their schedule, subject to availability. In such cases, payment will be pro-rata for the remainder of the term.
- Participants must enrol for a full term, however partial-term enrolments are accepted for participants who have an extended period of absence planned (e.g. holiday). Please see below for details.

3. Cancellations or absences

Participants should advise the MoveWell Coordinator of cancellations and absences by emailing movewell@wolper.com.au

Planned cancellations:

- Participants must advise the MoveWell coordinator 24 hours prior to the class if they are unable to attend. In extenuating circumstances, the participant may receive a class credit for an available session as determined by the MoveWell coordinator.

Absences due to medical or unforeseen circumstances:

- If a participant is absent from a class due to a medical reason, a class credit will be applied if the MoveWell Coordinator is notified prior to the class or within 24 hours of the absence. Failure to notify within 24 hours will result in forfeit of the class payment.
- If a participant is absent for two or more consecutive classes due to a medical reason, the participant may be required to provide a medical certificate in order to have all classes credited. The participant must notify the MoveWell Coordinator of each absence, as outlined above.
- If a participant undergoes a long term medical condition (e.g. fracture, surgery), they (or a representative) are required to notify the MoveWell Coordinator who will cancel and credit all future classes. The participant may contact the MoveWell Coordinator to re-enrol in the MoveWell Program when they are well enough to return. If a change in medical status has occurred, a new Medical Clearance Form will be required.

Extended period of absence

- If a participant has a planned extended period of absence, the participant may complete a partial-term enrolment under 1 of 2 payment arrangements:
 - a) Participants may secure their place in their class upon their return by making a full term payment. For classes missed due to their extended period of absence, class credits will be applied and may be used during the following term. The participant is required to inform the MoveWell Coordinator of their extended period of absence at the beginning of term.
 - b) Participants may pay for their partial-term only; however, their place in the class will not be secured upon return. For such circumstances, participants may contact the MoveWell Coordinator upon return to re-enrol into the MoveWell Program. If the participant's original class is full, the best efforts will be made to place the participant in their next available class preference.

4. Make up sessions or class swaps

- Make up sessions or class swaps are not offered. For valid cancellations and absences, as outlined above, participants are reimbursed by applying class credits only. Refunds may only be offered when the participant is unfit to return to exercise.

5. Payments and receipts

- Payment for each term is due in full at the commencement of the term. Payments that have not been completed by the second week of term may result in the enrolment being cancelled. For mid-term enrolments, payment is due by the first exercise class.
- A receipt of payment and a record of attendance will be provided upon request.

By signing this form, you agree to the terms and conditions outlined above.

Name: _____

Signature: _____ **Date:** _____

Phone: 8324 2296

Email: movewell@wolper.com.au

Please note that preferred mode of contact regarding cancellations or absences is email